CTS Advisory Council
June 6, 2012
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions	Christy Ridout, Consolidated Technology Services (CTS), provided an overview of the agenda.
	Attendees: Grant Rodeheaver, Co-Chair (WSDOT), Ron Seymour (DFI), Doug Hoffer (DOC), Sue Langen (DSHS), Richard Campbell (HCA), Rob St. John (CTS), Mike McVicker (ESD), Debbie Stewart (ECY), Frank Westrum (DOH), Dan Mercer (CTS), and Dawn Tatman (DES)
Security Platforms	Aaron Robel (CTS) provided an overview of the Past, Present and Future of the state's Security Perimeter. The successful vendor for the new security firewall appliance is Fortinet. It is anticipated the contract will be signed in the next few days. The timeline to have Fortinet implemented in the SDC is early 2013. The expected migration of existing firewall service modules to the new platform is twelve to eighteen months.

Some of the features include:
- Increased throughput;
- Enhanced feature set;
- Distributed administration; and
- Robust reports.

The new firewall infrastructure will reduce the cost of agency firewalls, while providing enhanced features that are customizable on an agency-by-agency basis. The cost savings have yet to be determined.

A draft timeline for implementation and migration planning will be sent to the Advisory Council members. CTS will use the lessons learned from their installment/migration efforts to assist in planning with the agencies.

Incident Management	Wendy Huff (CTS), provided a proposed draft Approach for Incident Assessment and Response. The draft introduced a model for categorizing incidents based on the services compromised and customer impact. The proposal defines how CTS will assign roles during an incident, communicate status, and follow up on incident closure. The Council members responded positively to the proposed changes.

Suggestions by Council members include:
- Having a predefined response team at the agencies should an incident occur when changes are made to critical business

applications.
- Involve a small group of CIO's (three or four) to assist with building a communication matrix for out-of-band communication via email or mobile messaging services should an incident occur.
- Include a list of the vital services so that the meaning of the severity levels can be better assessed.
- Include the CTS approach for incident categorization, response, and communication in the same package – don't address incident notification separately.

In addition, CTS will be conducting a LEAN project on Incident Notification in order to improve internal and customer communication during incidents. The project Charter will be sent to the Council members. Comments can be sent to Wendy. The Business Impact Assessment (BIA) for CTS services is being refreshed.

Server Hosting

Carlyle Ludwig (CTS), provided a draft of the Server Hosting Service.

The proposal includes:
- Have a tiered server service (Bronze, Gold, Platinum).
- Move to a rated cost model for virtual servers.
- Have the Bronze service located in Eastern Washington.
- Platinum services have the virtual "guest" replicated in the Eastern Washington Bronze service location. In the event of a disaster in Olympia, the Bronze Services can be brought down, and the Platinum can be brought up in a matter of hours.

The idea is to start a conversation with the Advisory Council members and the CIO community on reviewing server hosting services. Next steps include meeting with CTS customers and agencies to collect information.

Council members indicated that disaster recovery is critical.

Christy Ridout and Wendy Huff are working on the proposed draft rates/timeline.

SDC Update

Dan Mercer (CTS), provided an update on the SDC project. The project is currently on schedule.

Action Items

A draft timeline of the new Security Platform migration/project will be sent to the Advisory Council members by the end of June 2012.

The LEAN project on Incident Notification Charter will be sent to the Council members.

Christy Ridout and Wendy Huff will present the proposed draft rates/timeline at the August meeting.

A list of the vital services will be sent to the Council members.

Next Meeting   July 4, 2012 meeting is canceled.
Next meeting scheduled for August 4, 2012
Conference Center Room 2331
1500 Jefferson Street
Olympia, WA